



**NRRS Outlook** The NRRS Outlook provides timely information from **Carol Holtz**, Contracting Officer's Representative.

- **NRRS Business Center** – The User Guide for the on-line Business Center was distributed via email on August 27 with NRRS Bulletin #6. I encourage field managers to take advantage of this web tool for facility financial and management information.

- **Facility Closures** – Emergency closures due to fires and flooding this recreation season affected over 75 FS campgrounds and 69 USACE parks. This resulted in 2,425 Forest Service cancellations and 1,422 USACE cancellations. Forest Service closures and cancellations continue to occur with continued fires this season.

These closures and other weather related problems resulted in a decrease in overall reservations and revenue. In July 2001 Forest Service reservations totaled 37,052, in July 2002 the total was 34,058. August 2001 reservations were 21,743 opposed to 20,216 for August 2002. These reservations are total reservations minus cancellations.

Let's hope 2003 is a better weather and reservation year for us!

- **NRRS Surveys** – Customer Satisfaction Surveys have been ongoing all summer and concluded in mid September. Agency researchers will compile the data and present the results in October. A presentation of survey results will be provided at the Fall Forum.

The 2002 Field Manager Survey will run from September 23-30th. Letters were sent to several hundred NRRS field managers with the survey instrument on September 13, to allow field managers to review the survey questions.

- **NRRS Marketing** – Time Magazine is featuring a Fall Camping theme with an article entitled "Top Family Parks." This edition includes NPS parks and NRRS facilities and was published this week, September 23. ReserveAmerica orchestrated inclusion of the NRRS facilities in this Time edition, which will reach about four million subscribers.

-Carol

### **NRRS Fall Forum**

The annual NRRS Fall Forum will be held October 21–24, 2002 in Snowbird, Utah! The Forum kicks off Monday evening with dinner and an opening session.

The location is a beautiful setting for a natural resource activity! It's still a bit early for the ski season, but there are many opportunities for outdoor activities. Visit Snowbird on-line for activities at <http://www.snowbird.com/intro.php> and information regarding the surrounding area at <http://www.visitsaltlake.com>. A flyer was sent out on Sept 16, with pertinent registration and agenda information. Fall Forum information can be accessed via the NRRS Team-Home site at: <https://team-nrrs.usace.army.mil> and click on "NRRS Annual Meeting." Contact John Cameron for more information at (850) 523-8589.



### **Inventory Update In Progress**

Now is the time to review and update your inventory! It is critical that all managers review their inventory and submit updates by October 15, 2002. You may submit changes via the website, email, or fax. For more information regarding turnaround times and submissions following October 15th, visit the inventory website at <http://www.ReserveAmerica.com/nrrs-inv/>. This year's inventory website has a new look and feel due to the design efforts of ReserveAmerica Ontario. A new change this year requires existing messages in the Alerts and Warnings section to be replaced with standardized messages from an approved "pick list". All cabins are exempt from this new requirement for this year. Conversion to a limited number of approved messages will help customers retain important information and speed up the reservation process. Suggestions for expanding the pick list can be emailed to the Forest Service COTR at [jhcameron@fs.fed.us](mailto:jhcameron@fs.fed.us). The new telephone for NRRS inventory is (877) 345-6777 and the new fax is (888) 724-5520.

## **Facility Highlight**

### **Gleason's Landing & Bowman Bridge**



Gleason's Landing and Bowman Bridge are two facilities located on the Pere Marquette National Scenic River in the Huron-Manistee National Forests.

The Pere Marquette River is a very popular fishing and canoeing destination. Its crystal clear water and variety of terrain and vegetation along its banks qualified it to be classified as both a National Scenic River and a State Natural River. The Pere Marquette is one of the best fishing streams in Michigan especially noted for brown trout, steelhead and salmon.

Gleason's Landing is a campground and a rest stop area for river travelers. The campground has four family sites and two group sites. The rest stop area is accessible by water, has grills and benches, and is used on a first come, first served basis.

Bowman Bridge located downriver from Gleason's Landing has four walk-in tent sites, and 4 group sites.

Gleason's Landing and Bowman Bridge are located near the town of Baldwin and are within an hour drive of Lake Michigan with its pristine beaches, wind-sculpted sand dunes, and breathtaking sunsets.

For more information visit the website at <http://www.fs.fed.us/r9/hmnf/>.

### **Call Center Hours Change**

It's that time of year again – time for the Call Center, Helpdesk, and Customer Service Desk to change to off-peak season hours. They will now be open from 10am to 7pm EST through March 31<sup>st</sup>.

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## **Retiree News!**

Congratulations to Darrell Lewis, Chief of Natural Resources for the Army Corp of Engineers who retired September 3<sup>rd</sup>. Darrell was one of the chief architects of the NRRS. In 1995, he worked with several federal agencies to launch this new interagency program. Over the last seven years, he has been a dedicated and staunch supporter of the NRRS program.

We want to pass along our best wishes and sincere thanks to Darrell for his diligent efforts in support of the NRRS. We wish him well as he enjoys his new endeavor of retirement!



## **NRRS Newsletter Mailing List**

We are working to update the NRRS newsletter mailing list. If you would like to add/remove your address or know of someone who might be interested in receiving this letter, let us know. The NRRS news is an excellent way to communicate the latest happenings within the NRRS to managers and POCs. The more folks we can reach with this tool, the better. Please email your information to Kristi at [kabray@fs.fed.us](mailto:kabray@fs.fed.us).

### **National Contract Management Office**

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Kristi Bray, Newsletter (530) 647-5396

### **ReserveAmerica**

Helpdesk – (877) 345-6777

### **Web**

<http://www.reserveusa.com>

<http://team-nrrs.usace.army.mil>

## **NRRS News**

The NRRS News is published every two months in an effort to share information with as many people interested in the reservation system as possible. If you would like to submit an article or nominate a “**Facility Highlight**” please let us know. To nominate a facility please send an electronic photo and 150 words or less on what makes your facility a special place. This is a great opportunity to share with others the variety of facilities that can be reserved and serves as a wonderful marketing tool for your facility. Please send any correspondence to Kristi at [kabray@fs.fed.us](mailto:kabray@fs.fed.us).